

Walk Through

www.employeeexpress.gov



allows employees of participating agencies to have greater control over their benefits by permitting online changes. However, to use Employee Express, you must have an EE PIN.

How to get an EE PIN:

The Office of Personnel Management mails EE PINs to new employees about two weeks after the employee enters on duty. If your PIN is lost or forgotten, a replacement can be obtained by calling the OPM-Macon Help Desk at 478-757-3030 and choosing the PIN option, or by using Employee Express on the Web and making a PIN request on-line. Note that for security reasons, the Help Desk will not issue and mail a new PIN to any address other than the official one on file. Therefore, please ensure that your human resources office has your current mailing address on file. You may locate your human resources office at: http://hr.od.nih.gov/Benefits/Dhrobranchlocation.htm.

The Online PIN Request feature allows an employee who belongs to a participating agency of Employee Express to request a password that will be forwarded to you via e-mail within one business day. In order to request a password, the employee must have a valid e-mail address which ends in .gov or .edu. Personal data must be inputted exactly as it is reported on your earnings and leave statement (payslip).

To begin an online PIN request, click on the "Forgot PIN?" button on the Main page. Follow the prompts to request a password. (If you need assistance to complete the personal information, please contact your servicing Personnel Office. You may locate your human resources office at: http://hr.od.nih.gov/Benefits/Dhrobranchlocation.htm.) Once all information has been validated a password is provided via e-mail. You must then re-enter the Employee Express On-line PIN Request feature to retrieve a PIN by entering the user-id (which is the e-mail address) and the password. You will then be prompted to enter a vaild 4 to 8-digit PIN. This PIN can then be used to access the Employee Express database for payroll changes.

How to Access Employee Express:

Employees can access Employee Express through the Employee Express website at: www.employeeexpress.gov. Enter your SSN and PIN, then Agency. Your personal benefit options will appear. You may then make your changes.

Employees may also use Employee Express by telephone at (478) 757-3088 from work, or (800) 573-0940 from home. To use Employee Express by phone, enter your SSN ands PIN, then follow the telephone prompts to make changes.

How to get Assistance:

To obtain assistance for Employee Express, you can call the OPM/EE Help Desk (in Macon, GA) at 478-757-3030 or 800-573-0940 from home. Hearing impaired employees may call 478-757-3117 or 888-880-0412. The help desk is available Monday through Friday between 7 a.m. and 7 p.m. ET. At other times, a message may be left and someone from the Help Desk will return your call. You may also contact the Help Desk via email at EEXHELP@OPM.GOV. However, you must include your full name (as it appears on your earnings and leave statement), your agency's name, your phone number and a brief description of your problem in your message. Questions concerning specific personnel and payroll information should be directed to your servicing personnel office. You may locate your human resources office at: http://hr.od.nih.gov/Benefits/Dhrobranchlocation.htm.

The Help Desk provides the following services:

- Explains the options available and how to make your changes using Employee Express. The options are: Taxes, Financial Allotments, Direct Deposit, Address Changes, Thrift Savings, Health Benefits, Savings Bonds, Combined Federal Campaign (CFC) and PIN changes.
- Provides numbers for the phone system, locations for touch screens and contacts for your servicing personnel office.
- Issues a new PIN for all agencies, except for GSA.
- Provides a confirmation letter for benefits changes made through Employee Express.

For ALL other personnel or payroll information please contact your servicing personnel office.

If you would like to email the EE help desk, you must include the following in your message:

- Your Full Name as appears on your earnings and leave statement
- Your Phone Number

- Your Agency's Name DHHS
- A Brief Description of your problem

DO NOT include your Social Security Number (SSN) or Personal Identification Number (PIN) in your message. Send the email to EEXHELP@OPM.GOV

Who can use Employee Express:

Federal civilian employees of DHHS.

Who cannot use Employee Express:

- Commissioned Corps Officers
- Visiting Fellows

- Guest Researchers
- Other non-FTE positions, e.g., ITRAs

Actions that can be performed in Employee Express:

Federal Tax

- Changes in marital status
- Number of Exemptions

- Amount of Additional Deduction
- File Exempt from withholding

State Tax

• Number of Exemptions for current state

• Amount of Additional Deduction

Direct Deposit - Savings and Checking only

- Start need bank routing and account number
- Change in Allotment

Financial Allotments – for employees with Direct Deposit only

• Start new allotment

• Stop an existing allotment

• Change an existing allotment

Must have financial institution's routing number, account number and account type.

Cannot be used for charity, savings bonds, garnishments, or other organizational dues.

<u>Health Benefits (FEHB) – Open Season only</u>

- Enroll in any health plan
- Change from one plan to another

Cancel enrollment

- Change coverage (self only or family)
- Participate or Waive Premium Conversion

Health Benefits (FEHB) – Non-Open Season

- If **not** participating in Premium Conversion Cancel enrollment
- If **not** participating in Premium Conversion Change from Self and Family to Self only with present health benefit carrier

Thrift Savings Plan (TSP)

- Start enrollment during open season
- Change dollar amount or percentage of pay during open season
- TSP Catch Up Contributions (must be age 50 or older and contributing the maximum for your regular TSP contributions.)
- Cancel contributions at anytime during the year

Home Address Change

• Change any or part of your home address

PIN Change

• Change PIN Number

Actions that cannot be performed in Employee Express:

State Tax

- Change your State
- File exempt from state withholding
- Designation of marital status
- File initial state withholdings
- Claim more than 10 exemptions

<u>Federal Employees Health</u> <u>Benefits and FEHB Pre-Tax Action (Premium conversion)</u>

• If participating in Premium Conversion - EE changes are permitted only during Open Season

Thrift Savings Plan (TSP)

- TSP initial TSP elections must submit TSP-1 to servicing personnel office
- TSP loan application must go to TSP website (www.tsp.gov) using your TSP PIN
- TSP changes in future TSP allocations between funds must go to TSP website (www.tsp.gov) using your TSP PIN

Other Actions

- Name Changes
- Combined Federal Campaign (CFC) charity deductions
- Long-Term Care (LTC) actions
- Initial entrance on duty (EOD) forms
- Savings Bonds actions
- Federal Employees Life Insurance (FEGLI) all actions
- Flexible Spending Account (FSA) actions

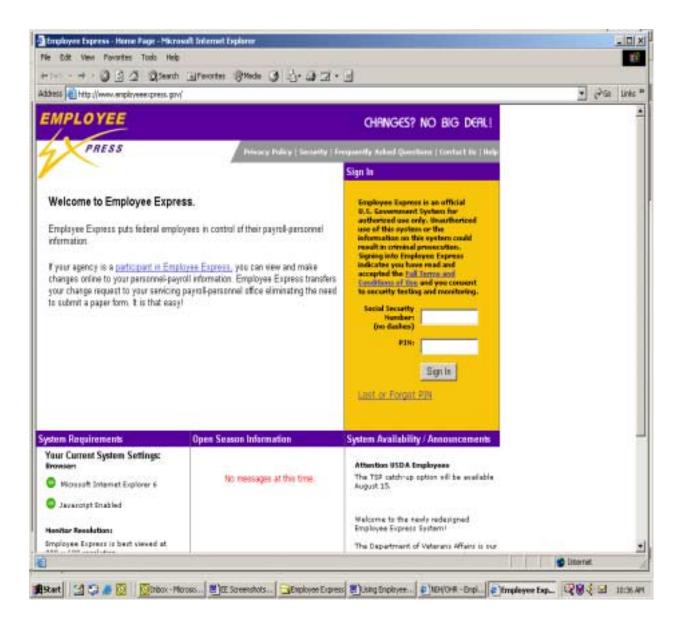
Who to Contact if an EE Transaction/Change is not Reflected on your Earnings and Leave Statement:

If you received a confirmation date when you completed your transaction and the effective date Employee Express provided has passed, see your human resources representative to check your transaction.

If you did not receive a confirmation date, contact the OPM-Macon Help Desk who can track and verify if the transaction was completed. The Help Desk number is 478-757-3030.

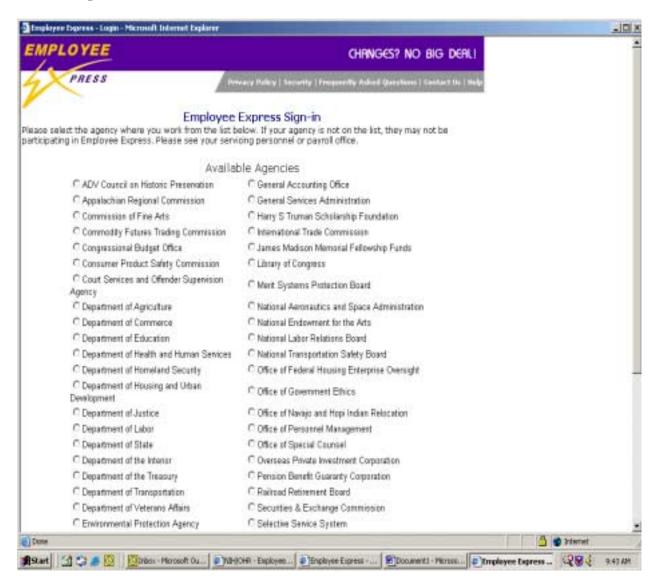
Go to Employee Express at: www.employeeexpress.gov At the Welcome screen enter:

- Your Social Security Number, and
- Your PIN



At the Sign-in screen, click on:

• Department of Health and Human Services



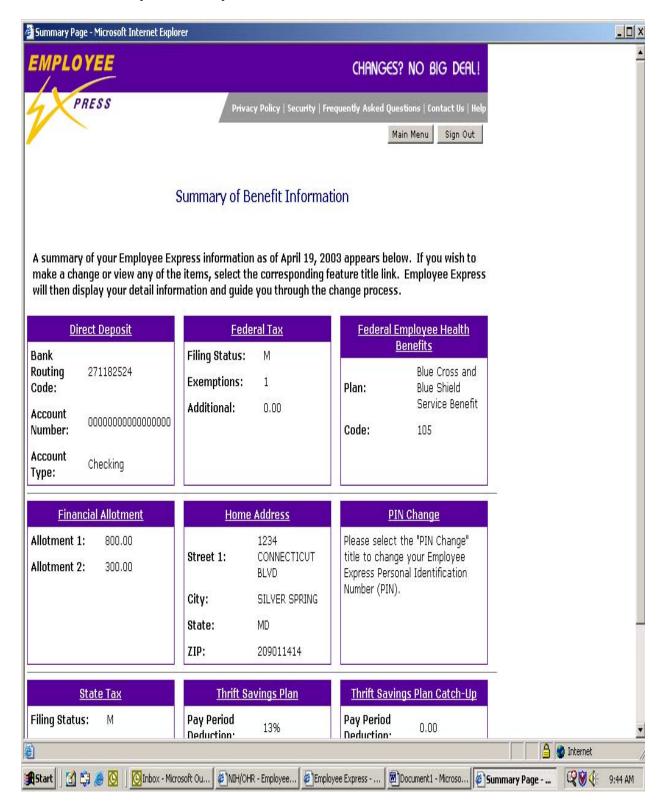
The Main Menu allows you to view a summary of your benefits and make changes to the following:

- Federal Tax
- State Tax
- Direct Deposit
- Financial Allotments
- Federal Employees Health Benefits (FEHB)
- FEHB Premium Conversion
- Thrift Savings Plan
- TSP Catch Up Contributions
- Home Address

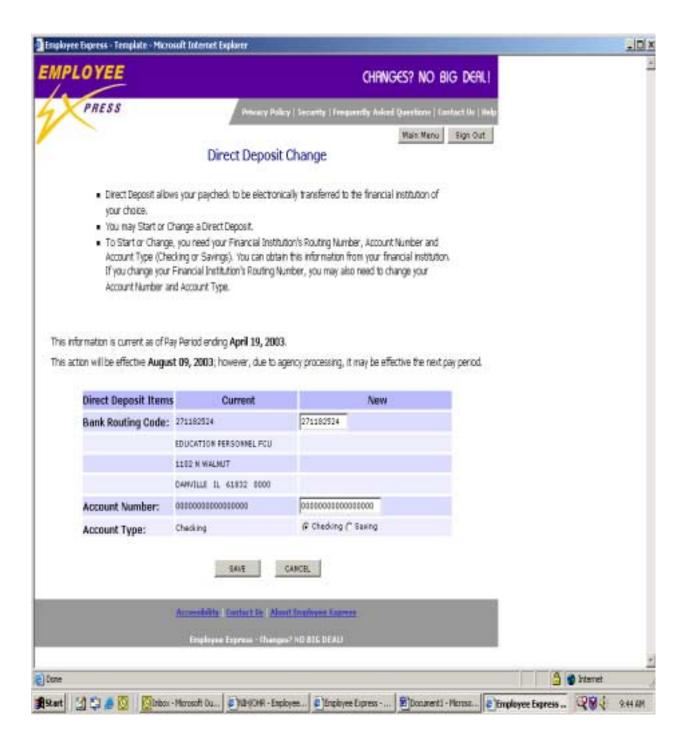
From this page, you can make change your Employee Express Personal Identification Number (PIN). You can also access the retirement estimator and the TSP website.



To view a summary of your benefit information, click on "View Summary Benefits." From this screen you can see your current elections.

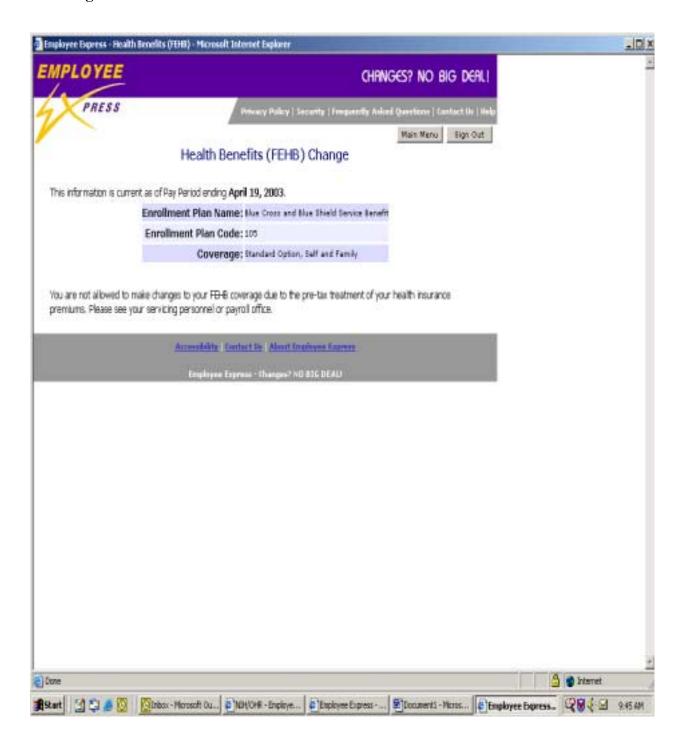


To view and change your Direct Deposit, click on "Direct Deposit" from the Main Menu, you will see the following:



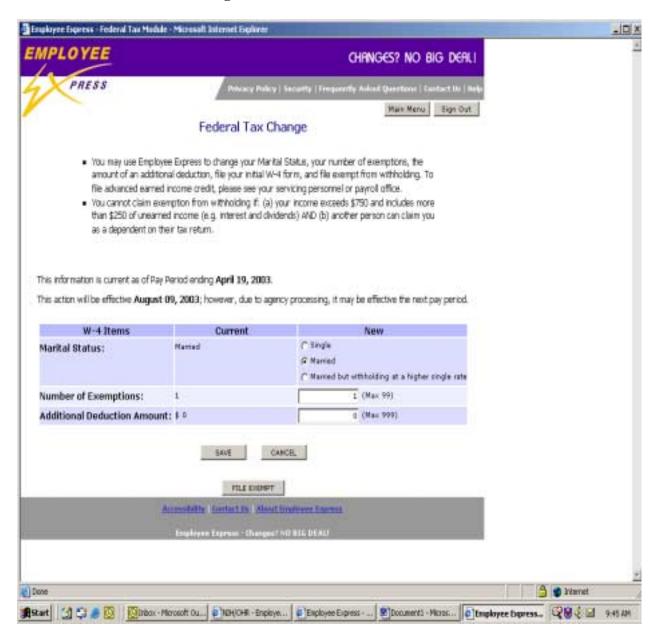
From this screen, you can make changes to your bank routing code, account number, and account type. After changes are made click "Save". To cancel, click on "Cancel".

To view or make changes to your health benefits, click on FEHBP, you will see the following:



The page will show your enrollment plan name, enrollment plan code, and coverage. NOTE: You may not change or cancel your FEHB coverage if you are participating in the FEHBP Premium conversion.

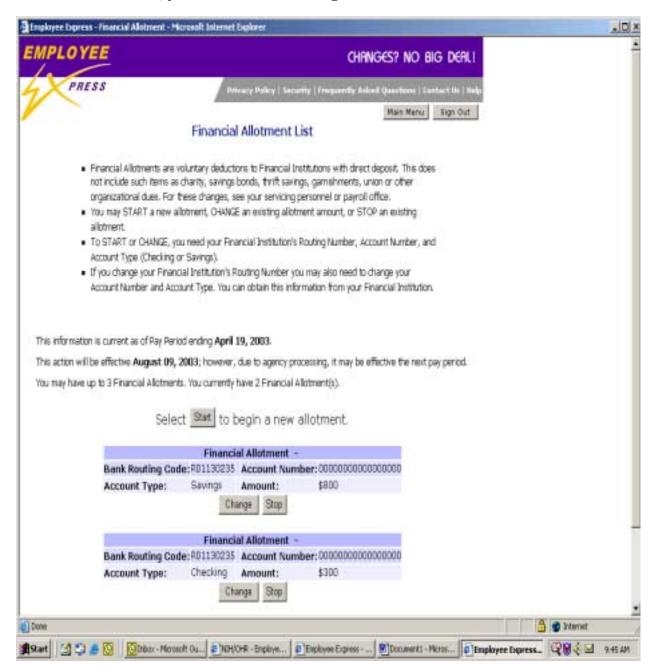
To view and make changes your Federal Taxes, click on "Federal Tax" from the Main Menu. You will see the following:



You are given general federal tax information, and can make changes to your marital status, number of exemptions, and/or additional deduction amount. After you have made your changes, click on "Save" or "Cancel".

To file Exempt, click on the "File Exempt" button. This means no federal taxes will be deducted from your pay.

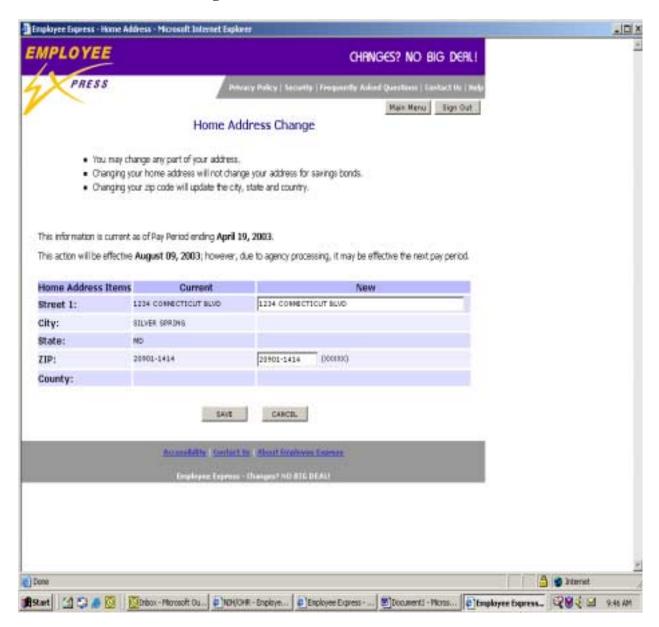
To view and make changes your Financial Allotment, click on "Financial Allotment" from the Main Menu, you will see the following:



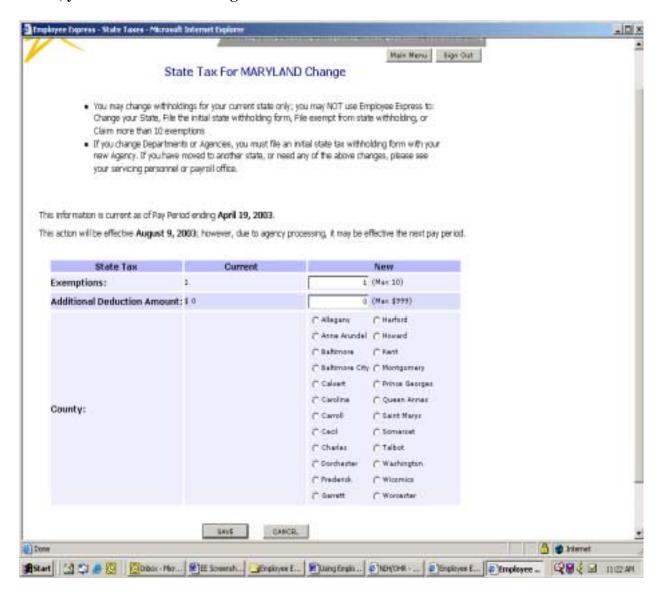
You can start a new allotment, change an existing allotment amount, or stop an existing allotment. You can have no more than three financial allotments.

To make changes, click on the appropriate button(s) (i.e., Start, Stop, or Change)

To view and make changes to your home address, click on the "Home Address" from the Main Menu. Enter the changes and click on "Save or Cancel".

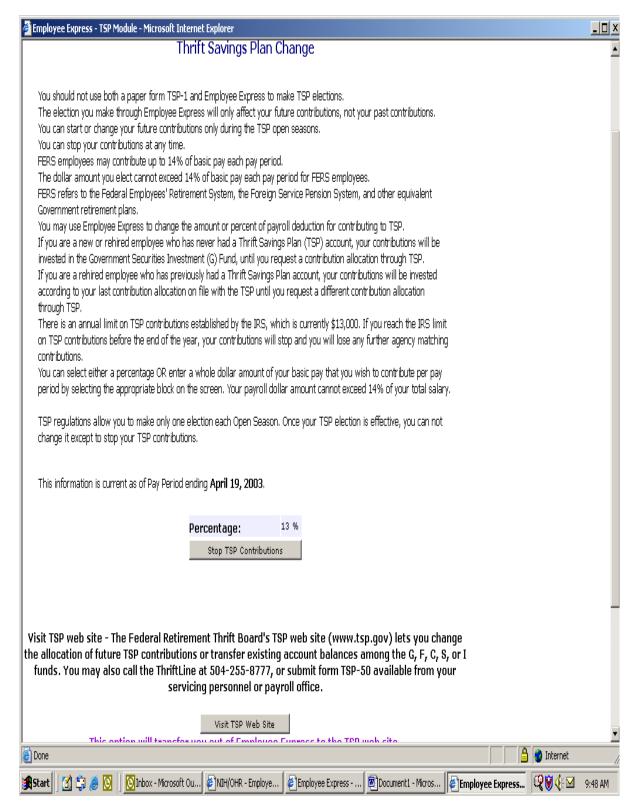


To view and make changes your State Taxes, click on "State Tax" from the Main Menu, you will see the following:



You can make changes for your current state only. To make changes, enter the new number of exemptions, and/or any additional amount to be deducted. Then click on the appropriate county. After you have made the changes, click on "Save or Cancel". NOTE: See page 2 for state tax changes that are not permissible.

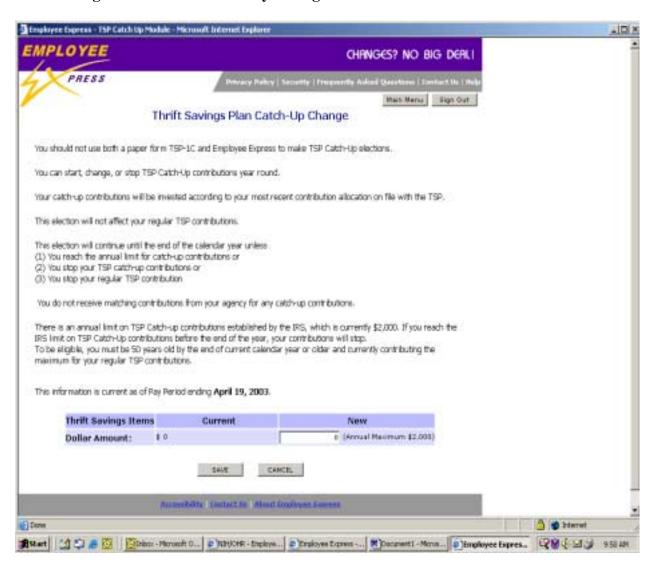
To view or make changes to your Thrift Savings Plan, click on Thrift Savings Plan, Click on the appropriate button for the change(s) you wish to make



You may select Pay Period Deduction to change the dollar amount or percentage that is to be deducted from your pay each pay period. You can also visit the TSP website, or select the TSP worksheet calculator to link to the TSP site.

To start, change, or stop TSP Catch-Up Contributions, click on "Thrift Savings Plan Catch-Up Contributions" from the Main Menu.

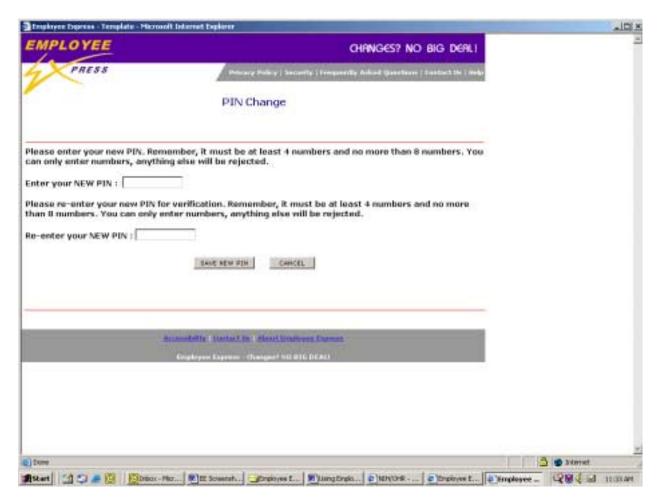
To be eligible for TSP Catch-Up Contributions, you must be age 50 or older and be contributing the maximum towards your regular TSP contributions



To start or change your contributions, enter the amount you wish to have deducted per pay period, then click "Save" or "Cancel".

To make changes to your EE PIN, click on "PIN Changes", you will see the following:

Make the appropriate changes, click on "Yes" or "No". Clicking "No" will take you back to the Main Menu. Clicking "Yes" will take you to the following:



You will be asked to enter a new PIN number. You new PIN must be at least 4 numbers, but no more than 8 numbers. You will then have to reenter the PIN number in the second text box. Click "Save New Pin". Your PIN change will be accepted. You will need to use this new PIN the next time you login.

To estimate your retirement, click on the "Retirement Estimator", you will see the following screen. If you want to use the retirement estimator, click "Yes". By clicking "Yes", you will leave the Employee Express site and will link to a generic retirement estimator. Clicking "No" will bring you back to the Main Menu.



After you have made your changes in Employee Express, you will be taken to the following screen. The Pay Period Notification is a confirmation that your transaction has been saved in EE. It will also provide an effective date for your transaction. Please note, however, that due to agency processing deadlines, the transaction may be made effective on a later date. You are encouraged to review your earnings and leave statement (payslip) to verify that your change has occurred.

NOTE: It is recommended that changes not be made in Employee Express on the last day of the pay period. This is when payroll data is collected and processed.

If you want to receive a confirmation of your transaction, you must provide your email address in the space provided on this screen. Click the "submit and Return to Main" button to complete your transaction. You will receive an email confirmation of your transaction.

If you do not want a confirmation of your transaction, click the "Return to Main" button. You will be returned to the EE Main menu.

NOTE: It is recommended that you choose the email confirmation option. By choosing this option, it makes it easier to track and follow-up on problem transactions.

To exit Employee Express, click on the "Exit" button.

